The Facilitator Bulletin
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bridge
Building Resources in Democracy, Governance and Elections
In late 2011, a decision was made that there would be no further funding available for DG BRIDGE as a global program. As a result, the DG BRIDGE team wound up their work at the end of June 2012. There was an ongoing DG BRIDGE component that was part of the AEC’s Indonesia program, however, this concluded at the end of 2012.

In October, the BRIDGE Partners decided that DG BRIDGE will no longer be part of BRIDGE and that the term “DG BRIDGE” and curriculum materials branded as such will no longer be used, except in the completion of the AEC pilot in Indonesia. This decision was made in order to avoid possible confusion arising between the governance structures, brand and materials of the two programmes.

In effect, this means that “DG BRIDGE” has ceased as a brand and “E BRIDGE” will again be known simply as BRIDGE. The BRIDGE Partners recognised that the DG BRIDGE pilot project has made an extremely valuable contribution to civic education globally, and the partners expressed their gratitude to everyone involved with DG Bridge.

As a result of the above decisions, DG BRIDGE materials will no longer be available on the BRIDGE site.

If you are currently using the materials or who wish to use the materials in the future should contact Bronwen Shelley, (bronwen.shelley@aec.gov.au) Director International Services, Australian Electoral Commission for details on the appropriate rebranding and the legal use of the materials.

In conclusion, the BRIDGE Office would once again like to acknowledge the excellent work of Yvonne Goudie, Noel Matthews, Raelene Hunt, Maureen Green, Melanie Chan and those of you around the world who have made contributions to program. The BRIDGE Office would also like to acknowledge AusAID, UNDEF and IDEA for their financial support of DG BRIDGE.

BRIDGE Website Upgrade

In the coming months the BRIDGE Website will be upgraded. If you are users of the website we are interested in hearing about your ideas concerning possible amendments or additional ideas to assist in functionality and interaction with the new website.

If you are interested in providing feedback or suggestions please send them to:

projectoffice@bridge-project.org.au or via the BRIDGE Facebook page at: www.facebook.com/EBRIDGEOffice
Curriculum Files

Module Update
New versions of the Gender and Elections and Voter Registration modules are currently being reviewed by the BRIDGE Partners. We expect that these new versions of the modules will be made available for download on the website by the end of January 2013.

Translations
New translated workshop material has been uploaded to the BRIDGE Website! The newest Curriculum items to be placed on the site are:
- French: Electoral Contestants Module
- Albanian: Train the Facilitator Module
- Serbian: Train the Facilitator Module

The abovementioned are a portion of the currently available translated materials on the BRIDGE Website. Other translated material includes modules and activities in the following languages: Arabic, Dari, Georgian, Indonesian, Pashto, Portuguese, Romanian, Russian, Spanish and Tetum. If you are interested in translating some of the curriculum documents you can fill out a ‘Permission to translate’ form available at:

http://bridge-project.org/curriculum/963-translations

facebook

Don’t forget to check the BRIDGE Facebook page for regular update and information:

www.facebook.com/EBRIDGEOffice

OHP: Powerpoints

All the OHP’s (Overhead Presentations) for each of the Curriculum Modules have been reformatted and updated in a new Powerpoint format. These have been zipped up and are available on the website

For a sneak peek of the new style...

Workshop Files

As some of you may have noticed all of the curriculum files are now zipped up and available for download. The reason for this primarily is due to the size of the files that are required to be hosted on the BRIDGE Website and to ensure that Facilitators have the newest version of all documents for any particular module. Creating zip files for all of the curriculum that is currently available has considerably reduced the amount of space required to host the data on the BRIDGE Website. Though if you require a particular single document please contact the BRIDGE Office and we will endeavour to provide you with the information you require.
For some time now, the whole world has been watching the so called “Arab Spring” countries, as they serve as examples of the possibility of peaceful transition to multi-party democracy in the Arab world. As is so often the case in these transitions, BRIDGE is being used in the region as part of a capacity building program for stakeholders in the electoral process. And so, in the two weeks 26 August to 6 September 2012, a TTF was conducted at the Marriott Zamalek hotel in Cairo for 19 participants (13 women and 6 men) from UNDP offices in Egypt, Libya and Tunisia, from UNDP’s New York office and an independent participant from a University in Cairo.

The demand for BRIDGE in the Arabic speaking world has grown steadily in the last few years. In fact, the demand has outstripped the amount of Arabic speaking Facilitators available. So it was pleasing that the group included Arabic speaking Egyptian, Tunisian, Libyan, Palestinian, Iraqi and Sudanese participants.

It was also pleasing to have three participants with Spanish as their first language, as the number of Spanish speaking Facilitators worldwide is still very small.

The program was co-facilitated by Fernanda Lopes, Yvonne Goudie and Ross Attrill and we were ably assisted in the first week by Hassan Hussein, a Cairo based Facilitator who took the opportunity to broaden his BRIDGE experience.

As always, the TTF was an intense but enjoyable experience for everyone. All of the staff from the UNDP offices in the region left the program armed with strategies for implementing BRIDGE in their respective countries and for enabling them to complete their accreditation in the process. UNDP is to be congratulated for using this TTF so strategically in an effort to provide BRIDGE to the wider region and to increase the number of Arabic speaking BRIDGE Facilitators. A special thanks also needs to be made to the administrative staff in the UNDP Cairo office for all their hard work in helping to make the whole program run as smoothly and efficiently as possible.

- Ross Attrill, September 2012
“The demand for BRIDGE in the Arabic speaking world has grown steadily in the last few years.”

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Technological Sustainability

In a Zambian Context...

1.0 INTRODUCTION
The last 30 years has seen rapid development of Information Communication Technology (ICT) world over. It is a well-known fact that great appreciation and utilization of ICT has been overwhelmingly in developed nations compared to developing ones. This has resulted in drastic changes in the way sectors such as banking have been evolving and operating, with services like ATMs and online banking, just to mention but a few. In a similar way, ICT has intensely transformed the way elections are conducted in many developed countries, and it must be accepted that this process will go on and affect more and more emerging democracies.

It is therefore worth stressing that the basic question for all those involved in the electoral management and support field no longer focuses on whether technological developments are acceptable in electoral processes, but rather the type of technology appropriate for a particular country, taking cognisance of its level of infrastructure, electoral system and political maturity. The major challenge however, is how to ensure a sustainable, appropriate, cost effective and transparent use of technology, especially in emerging democracies.

2.0 Technological Sustainability in Electoral Commission of Zambia
The Electoral Commission of Zambia (ECZ) has since 2006 extended the use of ICT from the office to the field, notably in areas to do with delimitation of boundaries, Voter Registration (VR), Candidate Nomination (CN) and Election Results Management (ERM).

2.1 Delimitation of Boundaries
The use of technology in delimiting electoral boundaries in Zambia was first carried out in 2005. Prior to that, the Commission engaged other government departments such as the Survey to assist in providing technical expertise that enabled the production of election maps and boundary narratives. The process was manually done and this posed a challenge to the Commission in that the process was quite slow and costly in the long-term. In 2001, the printing of maps was carried out in Botswana due to inadequate capacity by the Survey Department. These maps were produced in bulk, at high cost and became obsolete after the succeeding delimitation exercise.

The Commission in 2005 with the Technical and financial support from UNDP Zambia, procured Geographic Information System (GIS) hardware for the production of election maps. The setting up of this system has proved to be cost-effective and the efficiency in the production of election maps after a delimitation exercise which cannot be over emphasised. The acquisition of the system did not only provide a sense of ownership for the entire delimitation exercise but it also paved way for the establishment of an internal electronic database.

2.2 Voter Registration
Computerised Voter Registration was first used in 2010 following the acquisition of registration kits. Apart from registering new voters, the kits were able to perform transfers, updates, replacement of lost cards, remove deceased voters and detect applicants attempting to register more than once. The new kits also enabled on-the-spot issuance of the voters card and increased accuracy of captured data in that verification of the voter details was done from the field. The kit was also flexible in the sense that it was able to issue a voters card for a person who wished to vote at a polling station other than the one where the voter’s card was issued from. Processing time for captured data from the field was also significantly reduced, resulting in reduced time for the compilation of the Register of Voters.

2.2.1 Voter Register Inspection and Verification
The kits enabled registered voters to verify their particulars and updates made on-the-spot where there was need. There was also use of a Short Message (or Messaging) Service (SMS) supported system for voters to verify their details.

2.3 Candidate Nomination
The flexibility and durability of the voter registration kit enabled the commission to use it again during the 2011 Candidate Nomination. Use of the kits contributed to the following:

- Reduction in time taken to capture candidate particulars
- Reduction in time taken to verify the particulars of supporters for candidates
- Increased accuracy on candidate details capture
- Reduction in operational cost associated with processing of candidates details at the Commission Headquarters
- Quickened ballot paper processing
2.3 Election Results Management System (ERMS)
The 2006 tripartite elections saw the use of a computerised Election Results Management System. This system was supported by a Wide Area Network (WAN) provided by the Zambia Telecommunications Company (ZAMTEL) and consisted of a number of ICT equipment that was interconnected. Being the first time results were to be transmitted electronically, there were mixed feelings by stakeholders, mainly contesting political parties despite having been informed of the Commission's intentions to use the system. This led to the Commission abandoning the use of the ERMS. However, the system was used in the 2008 presidential election after consultation with stakeholders.

The flexibility and durability of the voter registration kit enabled the Commission to use it again during the 2011 tripartite elections on Results Management. The kit had a Modem connected to it allowing for results to be transmitted from the collation centre to the ECZ headquarters via Global System for Mobile (GSM) communication connectivity. Use of the kits during Results Management (RM) brought about the following:

- Quickened results tabulation and totalling
- Accuracy in results totalling
- Quickened results transmission
- Enabled production of various reports
- Transparency in that Display/Printouts of results were given to stakeholders within the tally centre
- Automated data storage of election results information
- Security in data transmission

In addition, the Commission used satellite phones by poll staff deployed in remote areas where there was no Global System for Mobile (GSM) communication connectivity. This contributed in results from these areas being received on time.

2.4 Capacity Building
Since 2007, ECZ has been enhancing the capacity of its technical staff in the Information Technology (IT) unit. This capacity has further been enhanced significantly by the UNDP Zambia through the provision of both financial and technical support. Due to changes in technological advances, there is need for continued capacity building for technical staff to be abreast with the latest technology.

2.5 Recommendations
Based on the lessons learnt from the September 20, 2011 tripartite elections and although the 2011 ERMS worked fairly well, there is need:

- For thorough testing of the software before deploying it in the field.
- For massive and timely stakeholder sensitization on the use of newly acquired technology in the electoral process to avoid unnecessary suspicion.
- To roll down ERMS to remote polling stations.
- For continuous capacity building of all categories of technical staff including those at district levels.
- To have an integrated Logistics Management System (LMS).
- To explore the use of social networks such as Facebook and Twitter in Voter Education (VE).
- To utilize SMS in disseminating VE messages.
- To establish a web-based help desk to respond to electoral queries.
- To benefit from already existing data from other state departments such as the National Registration (DNR).

2.6 In Conclusion
It is generally agreed that technology if appropriately used can significantly bring about efficiency in the way elections are managed. However, there are also other salient factors that need to be considered before embracing any new technology such as accessibility, security, accountability, transparency and appropriateness. It is also important to carry out a cost/benefit analysis for long-term sustainably of any technology before adopting it.

- Kedrick Sintufya, Anna Nkaka and Charles Chanda
The Malawi Electoral Commission with assistance from the European Union- EU organised a BRIDGE Civic Education and Voter Information Course from 17th – 21st September 2012 at Malawi Sun Hotel, Blantyre, Malawi. This project is one of many interventions by the EU with a purpose of strengthening the Electoral Management Body by developing capacity for the officials of the Commission and stakeholders for effective management of all Electoral processes and specifically civic education and voter information. The workshop was the third of its kind in a series of capacity development workshops that are planned as part of the training strategy of the Electoral Commission and EU for the purpose of ensuring that the commissioners, senior management, staff and stakeholders have the necessary skills and expertise to develop, implement strategies that will ensure that mandate of administering free and fair elections is carried out efficiently in 2014 elections.

The objective of the BRIDGE Civic education and Voter Information course was to provide capacity development to Commission staff who are involved in civic and voter information as well as civic and voter information stakeholders. The workshop was officially opened by the Chairperson of Malawi Electoral Commission Justice Anastasia Msosa SC and officially closed by Commissioner Gloria Angela Chingota. The workshop was funded by the European Union and the Malawi Electoral Commission.

A five-day training workshop was designed and customised to suit the needs of MEC and participants who were drawn from within and outside the MEC. The criteria for choosing the participants was that they are working with the Ministry of Information and Malawi Electoral Support Network (MESN) two bodies involved in the provision of civic and voter education. The participants were taken through an intensive programme which encompassed content in civic and voter education such as Background to BRIDGE, Definitions and Terminologies of civic and voter information, The importance of participation, Developing civic and voter information: the Eight Steps, Potential Focuses for civic education and understanding learners, Assessing available Resources, Selecting Objectives, Design Process, Things to consider when developing Electoral Education: Lesson plans, content and skills, getting youth involved. Case studies, democracy and gender, Monitoring and Evaluation, collaboration and drawing an action plan. The Facilitators ensured that the topics included the gender dimension and other cross cutting themes with emphasis on the cross-cutting themes whenever it was necessary to do so. Upon successful completion of the course, the participants received Certificates of Completion.

BRIDGE courses are based on the “BRIDGE Election Administrator’s Training Curriculum” which is a comprehensive training programme developed by International IDEA together with the United Nations Electoral Assistance Division (UNEAD), the Australian Electoral Commission (AEC), United Nations Development Program (UNDP) and The International Foundation for Electoral Systems (IFES). BRIDGE is unique in the field of electoral training due to the breadth of its scope, the practical nature of the content as well as the innovative use of dynamic adult teaching methodology.

In order to strengthen the EMB and to build capacity of the staff and especially those who were from outside the MEC; BRIDGE was identified by the MEC in consultation with the donor organisations the EU as the best resource in terms of the methodology and course content that meets the Commission’s needs and expectations. The EU is one of the major players in democracy development and continues to execute the development strategies through various interventions that include facilitating consultative forums and funding training and dialogues with different stakeholders including the EMBs, Political Parties, Government and Civil Society. The EU also deploys observer missions to various countries. The country office in Malawi is implementing a five year Democratic Governance Project and MEC is a direct and indirect beneficiary. The DGP Project covers BRIDGE courses.

Ms Thandi Nkovole, Director of Civic and Voter Education coordinated the programme. The team of five Facilitators prepared for five days prior to the commencement of the workshop and a series of meetings were held within the MEC in order to establish and agree on the Terms of Reference, conduct a needs analysis; develop the curriculum and agenda and obtain approval thereof and to outline and clarify issues.

Five BRIDGE Facilitators participated in the delivery of the course. The Facilitators exhibited a good combination of professional experience and diverse background and expertise.

Kate Mjojo (Female); (Training Officer - MEC) – Lead Facilitator- Workshop Accredited Facilitator
Thandi Nkovole (Female); (Director of Civic and Voter Education) - Workshop Accredited Facilitator
Gellien Tembo (Female): (Regional Elections Officer (S)- MEC) – Workshop Accredited Facilitator
Deverson Makwete (Male): (Regional Elections Officer (C) – MEC – Semi-Accredited Facilitator
Lydia Luwanika (Female); (Civic and voter education Officer) (MEC) – Semi Accredited Facilitator
The facilitation team provided a positive environment and established a very good professional relationship with the participants and the positive spirit was maintained throughout the programme.

Thirty participants were invited and 1 participant withdrew due to office work. Therefore 29 participants (16 males and 13 females) participated in the workshop.

The experience, content knowledge, commitment and enthusiasm demonstrated by all participants throughout the workshop contributed to the achievement of the aims of the training. The mixture of different organisational experiences and expertise contributed to the success of the workshop. Participants exchanged information, experiences and practices among themselves and with the Facilitators. The positive team spirit amongst the participants and Facilitators assisted everyone to participate and perform at the best of their ability. The participants could not articulate enough how impressed they were with the uniqueness and flexibility of the BRIDGE curriculum and methodology and how useful it will be in assisting them in executing their duties (See participant’s comments)

The participants were provided with materials that included the following BRIDGE Handouts, A range of Case Studies and a Folder containing various resources. The different materials, which extensively cover various topics, proved to be excellent reference documents during the course and for the future reference.

The course commenced at 09:00 on day 1 with an opening and welcome remarks by Thandi Nkovole, Director of Civic and Voter Education at the MEC followed by speech from the chairperson of Malawi Electoral Commission Justice Anastasia Msosa SC. Subsequently the programme commenced with presentations on the background of BRIDGE, the teaching methodology behind it and the Learning Outcomes of the course.

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Civic Education in Malawi

Various techniques, including Group Work; Mini lectures and Case Studies were applied to deliver the BRIDGE content. Throughout the programme participants and Facilitators conducted ice-breakers and energizers in order to establish rapport among the participants and to rejuvenate the mind and body. During the first day of the course, participants developed their own code of conduct, which is not only an exercise in team building, but also another approach to working with adults and a way of constructing accepted behaviours for the rest of the five-day programme.

The activities of the last day included the completion of the End of Course Evaluation Form; Reflection of the days; the Certificate Ceremony and Closing session. All participants expressed the need to implement BRIDGE strategies in the future in order to build capacity in their respective contexts, strengthen the organisation and establish relationships with all other stakeholders in the political and electoral fields. The workshop closed on day five with presentation of certificates and the official closing of the programme by Malawi Electoral Commission Commissioner Gloria Angela Chingota.

Daily Evaluation forms and the end of course evaluation which is in a form of a questionnaire consisting of questions and rating scales was completed by participants in order to assist the organisers and Facilitators on areas of improvement for the course. Below are some of the responses from the participants:

**Overall feedback from the Workshop:**

“The bridge concept and its content were 80% good for critical planning, implementation and evaluating the civic education and voter information programme for effective results”

“That children (kids) should learn to vote from an early childhood. It will help them to participate habitually when they grow up”

“The facilitation was the best I have ever come across in my entire work life. It allowed equal participation and accepted all views”

“The course facilitation was above average because participants were expressing their views freely”

“I have been able to learn important facts from them since they are involved in other civic education programs other than elections”

“It has assisted me greatly in that experiences, practical ones were shared from various public organisations and ideas too”

“Facilitators were friendly, full of effective methods of approach to the BRIDGE course, How I wish they would take me on to the other modules”

“I enjoyed the workshop, Its an eye opener I have gained more knowledge which I will use in carrying out civic education programs in our Ministry of Information and Civic Education”

The Facilitators made the process very accommodating and were respecting all participants, this should be maintained”

- Kate Mjojo, October 2012
Would you like to be profiled in the next newsletter?

Contact Ben P at the BRIDGE Office at projectoffice@bridge-project.org.au

We’d love to hear from Facilitators of all levels and experiences and from different regions.
### BRIDGE Events

#### JANUARY

- 7th - 10th: IFES funded Introduction to Electoral and Political Processes in Libya
- 7th - 11th: UNDP funded Introduction Workshop in Nigeria
- 19th -21st: UNDP Funded Electoral Systems workshop in Georgia
- 30th - 3rd Feb: Academy for International Development Funded Customised Workshop for Young Women Leaders in Egypt

#### FEBRUARY

- 21st - 25th: Academy for International Development Funded Customised Workshop for Young Women Leaders in Lebanon

#### MARCH

- 27th - 31st: Academy for International Development Funded Customised Workshop for Young Women Leaders in Tunisia

### BRIDGE Online Forum

**Calling all BRIDGE Facilitators!**

The BRIDGE Forum is currently awaiting your use!

The Forum is a great tool for allowing you to keep in contact with your fellow Facilitators, share information and news, provide feedback to each other and the BRIDGE Office and keep up to date with information within your regions.

Give the Forum a try and connect with others, offer suggestions or discuss BRIDGE.

The Forum is available at:

[http://bridge-project.org/forum](http://bridge-project.org/forum)